

EMPLOYEE SUPPORT OFFICE



HANDBOOK

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FIELD OFFICES

EMPLOYEE SUPPORT IN THE FIELD WILL BE INITIATED BY AND THROUGH THE ADMINISTRATIVE PERSONNEL LOCATED IN THE FIELD AND COORDINATED WITH THE EMPLOYEE SUPPORT OFFICE AS NEEDED.

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Employee Support Office Point of Contact – Monica Boivin – DSN 336- 2738

Commercial 0611-816-2738 FAX 336-2784

In-Processing of New or Transferred Employees

Employee Support Office Point of Contact – Barbara Budai – DSN 336-2094
Back-up POCs – Debbi Schamp 336-2868 and Shirley Cheek 336-2857
Commercial 0611-816-2094 FAX 336-2856

As a new employee what can I expect from the Employee Support Office(ESO)?

ESO will:

- Contact you as soon as you have accepted a NAU position
- Assist you in completing forms that you receive from ESO
- Send you Welcome Packets / Welcome Letter
- Provide useful PCS information both prior to and upon your arrival
- Assist you in preparing ID card and SOFA Stamp Applications
- Give you useful guidance concerning housing, appliances, etc.
- Provide you government housing information, if applicable
- Obtain a Non-Availability Statement if government housing is unavailable
- Send you the applicable forwarding address, mailbox and telephone info
- Provide you the driver's testing website and tell you what to expect
- Schedule your driver testing appointment
- Assist in getting Network/CEFMS Access for you
- Add you to the payroll files
- Make your hotel reservation
- Answer all pre- and post-arrival questions
- Make flight reservation
- Greet you and your family at the airport
- Assure you get checked into the hotel
- Assure hotel accommodations are appropriate
- Assist with you opening bank account, if desired
- Educate you on VAT forms use and assist you in obtaining them
- Educate you on Ration Cards use and assist you in obtaining one
- Assist you in getting appropriate building and wing access cards
- Provide assistance with school registration for your children, if applicable
- Guide you through the entire first week of In-processing
- Provide you with local area and military community information
- Work with your supervisor to assure work space is ready for you to work
- Be available to guide you through these processes

What is expected of me, the new employee, in order to facilitate the In-Processing procedures?

You will need to:

- Respond to ESO questions in a timely manner
- Provide requested information and completed forms as soon as possible
- Recognize that your In-processing schedule is not an optional one
- Forward hotel needs information to ESO as soon as possible
- Recognize that scheduling requires you stay one week in the American Arms hotel
- Know a choice of a different hotel will create transportation issues
- ESO is unable to provide tourist services
- Know flight arrangements must be in accordance with Joint Travel Regulation – but we will accommodate employee needs where possible
- Realize flights must fit the In-processing schedule
- Keep ESO contact list with you for unexpected concerns or changes

As the supervisor of a new employee, what is my In-Processing role?

You will need to:

- Provide the information requested by ESO: sponsor, MA, supervisor
- Complete Network User ID and turn in to ESO
- Complete CEFMS Access and give to ESO
- Assure that management assistant provides ESO with a CSR-03
- Provide ESO with wing access specifications
- Set up work space – computer, telephone, name on cubicle
- Provide confirmation of this to ESO
- Remember that you and sponsor need to attend the group luncheon
- Attend the Commander's welcome brief, if possible
- Provide employee a work area orientation
- Facilitate introductions to department staff
- Assure that new employee receives a copy of his/her SF50, position description and performance standards during the first 30 days with NAU

If you have concerns you can contact the ESO POC or the ESO Chief at 336-2868.

Travel Orders – Permanent Change of Station (PCS), Temporary Change of Station (TCS), Renewal Agreement Travel, (RAT), Education Travel....

**Employee Support Office Point of Contact – Barbara Budai – DSN 336-2094
Back-up POC – Bonnie Kunkle – DSN 336-2882
Commercial 0611-816-2094 FAX 336-2856**

How do I get travel orders issued?

What will I need to do before I go to the Employee Support Office (ESO)?

Complete a Request for Orders (RFO)
Discuss with supervisor and have him/her sign
Submit RFO to ESO

What will the ESO do for me?

Provide assistance/answer question related to the RFO
Verify travel order entitlements
Review the RFO for accuracy
Assign Travel Order number
Create the obligation in CEFMS and obtain an order number
Issue orders
E-mail orders to employee within three working days
Distribute copies of orders as appropriate
Maintain copy in ESO files

What outcome(s) can I expect?

You will receive travel orders within three working days

If this does not occur within three working days, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Be cognizant of travel requests
Discuss travel requirements and entitlements with employee
Sign request for orders

What if I need an amendment to my travel orders?

What do I need to do before I go to the Employee Support Office (ESO)?

Discuss with supervisor, if applicable
Contact ESO via e-mail or telephone

What will the ESO do for me?

Discuss with you change(s) that you need
Verify travel order entitlements
Prepare an amendment to your orders within three working days
Issue amended orders
E-mail amended orders to the employee
Distribute copies of orders as appropriate
Maintain copy in ESO files

What outcome(s) can I expect?

Receive amended orders within three working days

If this does not occur within three working days, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Discuss with employee travel requirements and responsibilities

Transportation/Travel Reservations Support

Employee Support Office Point of Contact - Keisha Jones – DSN 336-2874
Back-up POC – Bridget Brackett – DSN 336-2838
Commercial 0611-816-2874 FAX 336-2856

For travel arrangements, who do I contact?

What do I need to do before I go to the Employee Support Office (ESO)?

Complete Request for PCS/RAT/ED/TDY/Training Reservations form
Send or bring the reservation request to ESO

Note: When completing the reservation form, please include full names of all travelers (no nicknames or abbreviations). In remarks section you should include any special instructions, i.e. rental car, requested seating assignment or special dietary needs.

What will the ESO do for me?

Answer all questions pertaining to travel reservations
After orders are authenticated, will ensure that your reservation includes all entitlements
Make travel arrangements according to Joint Travel Regulation guidelines
Provide reservation confirmation within five working days of request
Assure itinerary is received via e-mail within seven working days

What outcome(s) can I expect?

Receive travel reservation confirmation via e-mail within five days
Receive itinerary via e-mail within seven working days

If this does not occur as stated, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Discuss travel arrangements, entitlements and responsibilities with employee

Overseas Allowances

Employee Support Office POC - Karin Lenhardt 336-2619
Back-up POC Bonnie Kunkle 336-2882
COMM 0611-816-2619 FAX 336-2856

How can I receive a Pay Advance? How much am I eligible for?

What do I need to do before I go to the Employee Support Office (ESO)?

Complete a SF 1190 Foreign Allowances Application, Grant and Report
Obtain a copy of your PCS orders
Print a copy of your last Leave and Earnings Statement , if appropriate
Provide these documents to the ESO office.

NOTE: Pay advances are limited to three months of base pay. You cannot request an advance more than three weeks prior to arrival at PCS duty station or more than sixty days after your arrival.

What will the ESO do for me?

Review the documents for accuracy and entitlement
Submit to DFAS for payment
Log and track payment and deductions
Report deduction history biweekly to Finance and Accounting
Answer any inquiries regarding pay advance
Communicate with DFAS concerning any delay or errors

What outcome(s) can I expect?

Pay advance should be in your bank account within ten working days of the ESO submission to DFAS.

If this does not occur within ten days, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Not Applicable

How do I get reimbursed for my Temporary Quarters Subsistence Allowance?

What do I need to do before I go to the Employee Support Office (ESO)?

Complete SF 1190 Foreign Allowances Application, Grant and Report
Have supervisor sign SF1190 in block 22. Approving/Reviewing Official
Record expenses on DSSR 120 TQSA Allowance Worksheet
Bring the following documents to the ESO:
 Copy of your orders
 Original receipts for lodging and dry cleaning
 Original receipts for expenditures (meal, laundry, etc) more than \$75.00
 Completed DSSR 120
 Completed SF1190

What will the ESO do for me?

Assist in filing of claim
Review all TQSA documents for accuracy
Certify the document as proper for payment
Submit to DFAS payroll for payment to be made
Log and track payments made to employee
Advise employee, supervisor and ESO chief of discrepancies/irregularities
Answer any questions regarding your TQSA claim

What outcome(s) can I expect?

Receipt of payment within two pay periods following submission to DFAS

NOTE: Always keep track of your meal and laundry expenses...you will need to report actual NOT estimated expenses.

If this does not occur within two pay periods you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Employee's supervisor must review and sign the TQSA SF1190 (block 22)
Review applicable discrepancies/irregularities with employee

How do I start, change or stop my Living Quarters Allowances (LQA)?

What do I need to do before I go to the Employee Support Office (ESO)?

Complete SF 1190 Foreign Allowances Application, Grant and Report

Bring the following documents to the ESO:

- Copy of your PCS orders

- Copy of the rental contract (not needed to stop existing LQA)

- Completed SF 1190

What will the ESO do for me?

- Assist you with any questions regarding completing the SF 1190

- Review the documents for completeness and accuracy

- Prepare and submit a cover sheet to CPOC for payroll input

- Assure payroll record is accurate and LQA will appear on applicable paycheck

- Add a copy of your LQA records to the ESO files

- Send original documents to CPOC for review and retention

What outcome(s) can I expect?

- Payments will start within two pay periods

If this does not occur within two pay periods, please contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

- Direct employee questions to the ESO.

When and how do I submit bills for a Living Quarters Allowance (LQA) reconciliation?

What do I need to do before I go to the Employee Support Office (ESO)?

Provide the following documents to the ESO at the end of your first year on LQA and at the time of any change in your entitlement amount:

- Completed LQA Reconciliation Worksheet
- Copies of your actual utility bills (Do not include bank statement or ATM receipts)
- Copy of the landlord bill (if you live in an apartment it will need to show your apartment nebenkosten amount separately from other tenants)
- Copy of statement and/or check reimbursing you for overpayment of utilities (if applicable)

What will the ESO do for me?

- Reconcile your files using the data you provide
- Notify you and CPOC of any changes needed or monies owed to you or to NAU

**Note: Reconciliation is done in EURO because you pay your utilities and rent in EURO. The appropriate EURO/Dollar conversion tables are established in DFAS and applied during the payroll process. Regulation allows that your living quarters expenses are substantially covered. Because of the established EURO conversion rates, you ordinarily will not match dollar for dollar.*

What outcome(s) can I expect?

- An accurate and timely reconciliation
- Explanation concerning specifics of your reconciliation
- Prompt adjustment for over or under payments

If this does not occur within two pay periods you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Not applicable

How can I start or stop my Post Allowance(PA)? Danger Pay(DP), Post Differential(PD)?

What do I need to do before I go to the Employee Support Office (ESO)?

To start PA, DP or PD, complete the SF 1190 Foreign Allowances Application, Grant and Report

To stop PA, DP or PD send a memo to ESO with effective date

Provide a copy of PCS orders to with the memo or SF 1190

What will the ESO do for me?

Forward the SF 1190 and supporting documents to CPOC

Maintain a copy in employee file

Answer any questions regarding payment of allowance

What outcome(s) can I expect?

Receive accurate and timely payment of PA, DP and PD

Note: When you return from leave or TDY outside the danger area, you will need to submit an SF1190 through your supervisor, showing the inclusive dates for that TDY or leave. Attach the applicable leave request or travel voucher to the SF1190 and submit to ESO.

If this does not occur within two pay periods, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Not Applicable

Individual Government Travel Card

Employee Support Office Point of Contact - Karin Lenhardt 336-2619
Back up POC Bonnie Kunkle 336-2882
COMM 0611-816-2619 or -2882
FAX 336-2856

What happens to my Travel Card when I transfer into or out of NAU? What if I am a new employee?

What do I need to do before I go to the Employee Support Office (ESO)?

- Provide your travel card information to ESO during In-processing (for transfer in)
- Complete new-card application provided during In-processing or
- Review new-card application with your supervisor
- Have supervisor approve new-card application
- Take application form to ESO

What will the ESO do for me?

- Provide you with a written set of guidelines for using your government travel card
- Transfer the hierarchy of your existing credit card to the NAU hierarchy
- Forward application for new credit card to Bank of America
- Assist you with all problems and inquiries related to your travel card
- Report any suspected abuse to supervisor, ESO Chief

What outcome(s) can I expect?

- To receive a new travel card within ten working days
- Receive expeditious service in getting problems resolved
- Have cards issued, transferred or replaced in a timely manner

If this does not occur within ten working days, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

- Assure employee understands responsibilities of using Travel Card

What should I do if I lose my Travel Card?

What do I need to do before I go to the Employee Support Office (ESO)?

Contact the ESO immediately

What will the ESO do for me?

Contact Bank of America to deactivate the card and reissue
Answer questions related to the loss, deactivation and reissue process

What outcome(s) can I expect?

Immediate deactivation action
Reissue of a card as appropriate

If this does not occur within a reasonable time, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Not applicable

Support Tasks

Employee Support Office Point of Contact – Bridget Brackett– DSN 336-2094

Back-up POC – Debbi Schamp 336-2868

Commercial 0611-816-2094 FAX 336-2856

KIOSK Assistance with Army Benefits Center, Thrift Saving Plan, MyPay, and Other Self-Help Websites

What do I need to do before I go to the Employee Support Office (ESO)?

Know your applicable USERIDS and Passwords if applicable

What will the ESO do for me?

Provide you with tips and guidance on use of the particular website

Assist you in logging in, requesting lost, forgotten or expired passwords

What outcome(s) can I expect?

To better utilize those personnel and payroll websites available to you

For questions you can contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Encourage employees to use the personnel and payroll websites to update their own data, resulting in saved time and quicker results.

Ration Card Issuance

What do I need to do before I go to the Employee Support Office (ESO)?

Provide documentation proving eligibility for Ration Card (i.e. PCS orders, TDY orders, military ID card, civilian ID card or ADT orders)
Return to pick up card in two working days

What will the ESO do for me?

Establish entitlement and number of cards needed for family
Give you written rules and guidance on use of your Ration Card
Prepare Ration Card within two working days of request and approval
Maintain card issuance log in ESO
Arrange for replacement of lost or expired card

What outcome(s) can I expect?

To pick up card in two working days

If this does not occur within two-working days, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Not applicable

CEFMS Card Issuance

What do I need to do before I go to the Employee Support Office (ESO)?

- Log into CEFMS and request card (see Note)
- ESO will be alerted via CEFMS
- Assure that you have a card reader (if not send request to IM Help Desk)

NOTE: You will need NETWORK login, UNIX password and Oracle password. Log into CEFMS and go to 4. Electronic Signature Functions, from that screen select 1. Request SMARTCARD and follow instructions. Most employees will enter a U for User.

What will the ESO do for me?

- DSO will create a CEFMS card
- Notify you within two working days that the card is ready
- Provide you with a Electronic Signature User's Guide
- Have you sign a statement that you understand your responsibilities as they pertain to the SMARTCARD
- Confirm ID card and give you your SMARTCARD and passwords

What outcome(s) can I expect?

- Receive your SMARTCARD within two days of request
- Receive a User's Guide
- Understand your related responsibilities

If this does not occur within two working days, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

- Discuss the SMARTCARD security issues with employee
- Report any violations to the ESO immediately
- Take disciplinary actions for security violations as appropriate

Human Resource Support

Employee Support Office Point of Contact – Shirley Cheek 336-2857

Back-up POC – Barb Budai – 336-2094

Commercial 0611-816-2857 FAX 336-2856

I would like a Tour Extension, what do I need to do?

What do I need to do before I go to the Employee Support Office (ESO)?

Complete EUD Form 333 Request and Authorization for Overseas Tour Extensions
Have supervisor do Part I-Completed by Requesting Supervisor
Complete Part II-Completed by Employee
Obtain copy of current Performance Appraisal including the justification form
Obtain copy of current Rotation Agreement from ESO
Provide completed package to immediate supervisor

Note: From: Immediate Supervisor

Thru: Division Chief

To: Commander

What will the ESO do for me?

Reviews for accuracy and completeness
Forwards to Deputy Commander for Corporate Board Review and Commander's approval/disapproval
Completes Part IV when package is returned by the Commander's office
Notify stateside agency, if applicable, tour extension has been requested and approved
Update Human Resource database
Forwards documentation to CPOC for input into the Official Personnel File
Maintains local copy in employee's file
Coordinates with CPAC/HR any after action issues (i.e. PPP registration, etc)
Advise on Renewal Agreement Travel, if requested

What outcome(s) can I expect?

To be provided a copy of the approval/disapproval
Receive notice that stateside agency has been notified and concurs with extension
Follow up with the CPAC/HR, if applicable (i.e. PPP registration, etc)
Receive guidance on RAT, if requested

If this does not occur within two pay periods you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Complete Part 1 of the EUD 333

Assures package is complete and includes EUD 333 and employee's most recent performance appraisal with supporting documentation

Supervisor must coordinate a meeting with Commander to discuss tour extension

Notify employee of approval or disapproval

Have management assistant bring EUD 333 package, including a signed copy of the employee's current Rotation Agreement (DA Form 5369-R or DA Form 5370-R), to the ESO

I would like a Tour Curtailment, what do I need to do?

What do I need to do before I go to the Employee Support Office (ESO)?

- Initiate Request for Tour Curtailment and Early Release for Transportation Agreement/Rotation Agreement Memorandum
- Obtain supervisory approvals on Memorandum
- A copy of rotation agreement
- A copy of transportation agreement
- A copy of previous/current EUD 333 Request and Authorization for Overseas Tour Extensions, if applicable
- A copy of PCS Orders from CONUS to OCONUS
- Provide all of this to the ESO

What will the ESO do for me?

- Review package for accuracy and completeness
- Submit to Deputy Commander for Corporate Board Review
- After approval/disapproval by the Commander, record will be maintained in employee file
- Forward documentation to CPOC for input into the Official Personnel File

What outcome(s) can I expect?

- To be provided a copy of the approval/disapproval
- Receive guidance next appropriate steps needed

If this does not occur within reasonable time, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

- Approve/Disapprove the Memorandum for Request prior to sending to ESO
- Assure that ESO receives copy of Request for Curtailment package after approval or disapproval by the Commander

I have items in Non-Temporary Storage. How does this get paid for?

What do I need to do before I go to the Employee Support Office (ESO)?

Provide copy of DD 1299 Application for Shipment and/or Storage of Personal Property to ESO during In-Processing or when Household Goods are placed in Non-Temp Storage

Provide copy of Expiration of Non-Temp Storage Memo/Letter from Joint Personnel Property Shipping Office (JPPSO)

If these forms are unavailable, contact ESO early so that we can assist in retrieving information

What will the ESO do for me?

Provide Fund Cite number to each JPPSO before the end of each fiscal year

Assist in resolving issues concerning Non-Temp Storage

Maintain copy of Fund Cite in local ESO Non-Temp Storage files

What outcome(s) can I expect?

Fund Cite number will be provided to JPPSO near the end of the fiscal year

Notification from ESO that Fund Cite has been provided to JPPSO

Notification from JPPSO confirming new expiration date for Non-Temp Storage

If this does not occur before end of fiscal year, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Not applicable

How do I apply for Renewal Agreement Travel?

What do I need to do before I go to the Employee Support Office (ESO)?

Complete a Request for Travel Orders
Complete DD Form 1617, DOD Transportation Agreement, Transfer of Civilian Employees outside CONUS (OCONUS)

Also provide to the ESO:

Copy of approved EUD 333, Request and Authorization for Overseas
Tour Extensions

Copy of initial PCS orders from CONUS

Copy of existing Rotation Agreement

After receiving travel orders, arrange travel reservations with ESO travel assistance

What will the ESO do for me?

Review package for entitlement, accuracy and completeness

Assign a Travel Order number

Processes Request for Travel Orders (See Travel Order Section)

Maintain copy of all documents in employee reference file

What outcome(s) can I expect?

Receive orders within three working days

A “free trip” back to CONUS, usually the location from which you moved, for you and your eligible dependents

Note: Home leave can be taken in conjunction with RAT travel

If this does not occur within three working days, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Approve the request for travel orders

How do I apply for Education Travel?

What do I need to do before I go to the Employee Support Office (ESO)?

- Complete a Request for travel orders
- Have your supervisor sign travel orders
- Obtain documentation of child's school registration from the school's registrar office
- Provide these forms to the ESO
- After receiving travel orders, arrange travel reservations with ESO travel assistance

What will the ESO do for me?

- Review package for entitlement, accuracy and completeness
- Assign a Travel Order number
- Processes Request for Travel Orders (See Travel Order Section)
- Maintain copy of all documents in employee reference file

What outcome(s) can I expect?

- Receive orders within three working days
- Travel to and from an approved school in CONUS

If this does not occur within three working days, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

- Review and approve Request for Travel Orders

I would like to request Donated Annual Leave. How do I apply to be in the Leave Transfer Program?

What do I need to do before I go to the Employee Support Office (ESO)?

- Initiate and prepare a memo, through chain of command, requesting to be placed on donated leave
- Provide detailed medical documentation
- Complete OPM form 630 Application to Become a Leave Recipient Under the Voluntary Leave Transfer Program
- Upon return to work, provide supervisor with medical release to return to work
- Provide ESO with a memo requesting removal from Leave Transfer Program

What will the ESO do for me?

- Review entire package for accuracy and completeness
- Forward to Commander for approval
- After approval, ESO sends a memo to workforce requesting donated leave for the employee (attaches OPM OF 630-A Request to Donate Annual Leave to Leave Recipient Under the Leave Transfer Program or if appropriate OPM 630-B the form used for outside agency donations
- Sends copy to DFAS for eligibility to be established in the payroll files
- Establish and maintain a separate donated leave file for employee
- Receive, log and forward to DFAS all donations made to the employee
- Forward donated leave balance information to supervisor and timekeeper
- Forward “close-out” memo to DFAS
- Research and answer inquiries involving the leave transfer program
- Will provide audits to assure donated leave has been charged to both donor and recipient appropriately

What outcome(s) can I expect?

- Donated leave to appear for use during approved timeframe
- Receive answers to any questions involving donated leave

If this does not occur within reasonable amount of time, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

- Immediate supervisor signs OPM 630 with approval or disapproval recommendation
- Assure that package is taken to ESO for review

How will ESO help me, the rater, with Performance Appraisals?

What do I need to do before I go to the Employee Support Office (ESO)?

Visit the websites shown below

Army Regulation 690-400 Total Army Performance Evaluation System (TAPES)

http://www.usapa.army.mil/pdffiles/r690_400.pdf

Army Regulation 672-20 Incentive Awards

http://www.usapa.army.mil/pdffiles/r672_20.pdf

What will the ESO do for me?

Provide managers with reminders when appraisals are due

Provide Deputy Commander with list of those appraisals that are due or past due

Answer questions regarding submission and guidance of appraisal preparation and submission

What outcome(s) can I expect?

Receive general reminder that appraisals are due

Be notified by the Deputy Commander when appraisals are due or past due

Receive assistance to assure that employees receive Performance Appraisals in a timely manner

If you have questions, should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibilities

Know when appraisals are due

Provide appraisals to ESO within 30 days following the date rating cycle ends

13 and above - 30 Sep due 30 Oct

9-12 - 31 Oct due 30 Nov

8 and below - 31 Dec due 31 Jan

Coordinate appraisal with other raters

How can I receive copies of Notification of Personnel Actions (SF50s) for myself or my employees?

What do I need to do before I go to the Employee Support Office (ESO)?

ESO will provide you with your first copy via distribution
For missing copies you will need to see your management assistant

What will the ESO do for me?

Each bi-weekly pay period, ESO will print all SF 50 action for NAU employees
Distribute these SF50s to each organization management assistant

What outcome(s) can I expect?

Receive SF50, if applicable, within 30 days of issuance

If this does not occur within 30 days, you should contact the ESO POC or the ESO Chief at 336-2868.

Management Assistant Responsibility

To issue individual SF50

NOTE: ESO will not be issuing single SF50s upon request. ESO will refer the employee to the MA.

I need an ID card. What do I do?

What is my role in the ID process at the Employee Support Office (ESO?)

Provide ESO personal information such as address, social security number, etc
Sign DA 1172, Application for Uniformed Services Identification Card, DEERS Enrollment or
Sign DA 1172-2, Application for Department of Defense Common Access Card, DEERS Enrollment as appropriate
Pickup approved form from ESO
Take signed application to BSB ID office with supporting documentation

What will the ESO do for me?

Verify documentation as accurate and complete
Prepare and sign as verified the DA 1172 or DA 1172-2
Communicate with ID office when needed to resolve special situations
Maintain copy for the office files

What outcome(s) can I expect?

Employee will possess a valid ID card with appropriate privileges

If you have concerns, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Not applicable

Payroll, Leave and Deductions

Employee Support Office Point of Contact – Bonnie Kunkle – DSN 336-2882
Back-up POC – Karin Lenhardt 336-2619
Commercial 0611-816-2882 FAX 336-2856

As a new employee, how long will I wait for my first paycheck?

What do I need to do before I go to the Employee Support Office (ESO)?

Assure that you complete and return address, tax and direct deposit forms during In-Processing

What will the ESO do for me?

Enter your personal data into the payroll database
Monitor your time and attendance submission the first pay period
Assure that the personnel data flows to the payroll database
Make sure that you receive a paycheck on the appropriate date

What outcome(s) can I expect?

You will receive your first paycheck 12 days following the end of your first pay period with NAU

If this does not occur as stated you should contact the ESO POC or the ESO Chief at 336-2868.

Management Assistant's Responsibilities

Assure that appropriate documents, to include the CSR – 03, is provided to ESO alerting us of the new employee's arrival date, name, etc.
Assure that Request for Personnel Actions (RPAs) are handled in a timely manner to avoid non-payment or delayed payment

After I transfer to the District, how can I assure my leave is transferred from my prior agency?

What do I need to do before I go to the Employee Support Office (ESO)?

Provide a copy of your most recent Leave and Earning Statement (LES) to ESO.

What will the ESO do for me?

Enter the annual and sick leave balances into the payroll database for use until the official leave transfer arrives from old agency

Monitor that you are not charged leave without pay when you may have leave transferring

Alert CPOC if maximum leave carryover needs to be changed to 360

Follow up with CPOC for additional leave that may need to be credited from the official leave transfer i.e. home leave, military leave, etc

Work to resolve leave transfer issues for you

What outcome(s) can I expect?

To have an accurate leave balance shortly after your transfer to NAU

If this does not occur within two pay periods you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Assist in problem resolution if needed

Who do I see about address, tax , allotment or direct deposit information?

What do I need to do before I go to the Employee Support Office (ESO)?

Retrieve and complete address, tax, allotment or direct deposit forms
Provide forms to ESO

What will the ESO do for me?

Input data into the payroll system and CEFMS
Answer any related questions

What outcome(s) can I expect?

Accurate mailing of LES, W-2, TSP statements, travel reimbursement info, etc
Tax deductions as directed
Allotments going to correct banks and accounts
Net pay being sent to correct bank and account

If this does not occur within two pay periods after document submission, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Not Applicable

How do I start, stop or change a savings bond? ... charity?

What do I need to do before I go to the Employee Support Office (ESO)?

For savings bonds:

Retrieve and complete a DOD AF SB-2378 Authorization for Purchase and Request for Change of US Series EE Savings Bonds/US Series I Savings Bonds
Provide completed form to ESO

For charity deduction:

Submit a completed charity form from the appropriate Combined Federal Campaign (CFC) agency or campaign coordinator to start charity deduction
Provide written memo instructing ESO to change or stop charity deduction

Note: CFC coordinator will provide information and forms to employees during open season. CFC coordinator will submit charity forms to ESO at the end of the campaign.

What will the ESO do for me?

Start, stop or change bond according to your directions on the SB-2378
Start and stop your charity deduction as instructed by you, via e-mail or

What outcome(s) can I expect?

Prompt start, change or stop of your bond or charity deductions

If this does not occur within two pay periods you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Not applicable

If my Service Computation Date (SCD) is incorrect, what do I do?

What do I need to do before I go to the Employee Support Office (ESO)?

Check SCD on your last SF50, Notification of Personnel Action
Bring SF50 copy and Leave and Earnings Statement to ESO

What will the ESO do for me?

Work with CPAC and CPOC to get your SCD corrected
Assure that leave accruals are corrected if necessary

What outcome(s) can I expect?

Proper SCD on both your personnel and payroll records
Correct leave accruals

If this does not occur within two pay periods you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Assist in problem resolution if needed

For questions about annual leave, sick leave, home leave, leave advances, donated leave, etc, who is the point of contact?

What do I need to do before I go to the Employee Support Office (ESO)?

Have a current copy of your leave and earnings statement available
For permission to take leave, see your immediate supervisor.
For discrepancies in leave balances and accruals or questions about procedures associated with leave usage contact the ESO.

What do I need to do before I go to the Employee Support Office (ESO)?

Discuss with timekeeper and supervisor to assure posting of leave was correct
Bring applicable Leave and Earnings Statements to ESO

What will the ESO do for me?

Find the problem and resolve it
Work with timekeeper to resolve input errors and leave discrepancies
Coordinate with CPOC/DFAS corrections of data in their systems
Provide full explanation of the problem and resolution

What outcome(s) can I expect?

Accurate leave balances for all types of leave

Note: Be aware that some leave balances (i.e. home leave, military, etc) can take several pay periods to transfer from your prior agency.

If this does not occur within two pay periods you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Assure employee is aware of leave policies
Assist in problem resolution if needed

Time, Attendance and Labor

Employee Support Office Point of Contact – Bonnie Kunkle - DSN 336-2882

Back-up POC – Debbi Schamp 336-2868

Commercial 0611-816-2882 FAX 336-2856

I am a timekeeper and need assistance who do I contact?

What do I need to do before I go to the Employee Support Office (ESO)?

Decide what kind of assistance you need so that we can direct you properly
If it is a labor charge code issue, decide if you should be addressing it to the employee, supervisor, program analysts and program manager first
Know what CEFMS error messages you are getting
Know employee's name, social security number, timekeeper number, supervisor code and organization code if applicable to the question
Assure that you have provided proper documentation to the ESO to maintain your employee, organization, timekeeper and supervisor files in CEFMS

What will the ESO do for me?

Research and resolve question/problem quickly
Provide clear and concise guidance through schedules and bi-weekly messages
Direct you to written policy, guidelines, regulations and SOPs covering question
Provide training to timekeepers as a group or on an individual basis
Maintain CEFMS authorization files on timekeepers and certifiers

What outcome(s) can I expect?

In most cases, you can have the answer or resolution within minutes
Assistance provided to help you meet deadlines
Training that allows you to accomplish assigned timekeeping tasks

If this does not occur within a reasonable time frame, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Assist timekeeper in meeting input and certification deadlines

As a supervisor, I would like my certifiers, employees and/or timekeepers to receive additional time and attendance training. Can ESO provide that training?

What do I need to do before I go to the Employee Support Office (ESO)?

Email or call the ESO Chief with a request

What will the ESO do for me?

Provide training using HQ approved slides
Assure trainees receive good information to take back to work area

What outcome(s) can I expect?

More effective and efficient submission of time and attendance

If you have questions you can contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Submit specific request including areas you may be having problems with, number of students and timeframe you wish the training completed.

Support Tasks

**Employee Support Office Point of Contact – Bridget Brackett– DSN 336-2094
Back-up POC – Debbi Schamp 336-2868
Commercial 0611-816-2094 FAX 336-2856**

KIOSK Assistance with Army Benefits Center, Thrift Saving Plan, MyPay, and Other Self-Help Websites

What do I need to do before I go to the Employee Support Office (ESO)?

Know your applicable USERIDS and Passwords if applicable

What will the ESO do for me?

Provide you with tips and guidance on use of the particular website
Assist you in logging in, requesting lost, forgotten or expired passwords

What outcome(s) can I expect?

To better utilize those personnel and payroll websites available to you

For questions you can contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Encourage employees to use the personnel and payroll websites to update their own data, resulting in saved time and quicker results.

Ration Card Issuance

What do I need to do before I go to the Employee Support Office (ESO)?

Provide documentation proving eligibility for Ration Card (i.e. PCS orders, TDY orders, military ID card, civilian ID card or ADT orders)
Return to pick up card in two working days

What will the ESO do for me?

Establish entitlement and number of cards needed for family
Give you written rules and guidance on use of your Ration Card
Prepare Ration Card within two working days of request and approval
Maintain card issuance log in ESO
Arrange for replacement of lost or expired card

What outcome(s) can I expect?

To pick up card in two working days

If this does not occur within two-working days, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

Not applicable

CEFMS Card Issuance

What do I need to do before I go to the Employee Support Office (ESO)?

- Log into CEFMS and request card (see Note)
- ESO will be alerted via CEFMS
- Assure that you have a card reader (if not send request to IM Help Desk)

NOTE: You will need NETWORK login, UNIX password and Oracle password. Log into CEFMS and go to 4. Electronic Signature Functions, from that screen select 1. Request SMARTCARD and follow instructions. Most employees will enter a U for User.

What will the ESO do for me?

- DSO will create a CEFMS card
- Notify you within two working days that the card is ready
- Provide you with a Electronic Signature User's Guide
- Have you sign a statement that you understand your responsibilities as they pertain to the SMARTCARD
- Confirm ID card and give you your SMARTCARD and passwords

What outcome(s) can I expect?

- Receive your SMARTCARD within two days of request
- Receive a User's Guide
- Understand your related responsibilities

If this does not occur within two working days, you should contact the ESO POC or the ESO Chief at 336-2868.

Manager's Responsibility

- Discuss the SMARTCARD security issues with employee
- Report any violations to the ESO immediately
- Take disciplinary actions for security violations as appropriate

Out-Processing of Separating Employees

As a separating employee what can I expect from the Employee Support Office(ESO)?

ESO will:

- Contact you to schedule initial exit briefing
- Provide during the interview:
 - Useful tips for personal property shipment
 - Entitlement information
 - Community out-processing suggestions
 - NAU Clearance Record and clearing requirements
- Notify supervisor, hand receipt holders, Information Management, Safety, Logistics, Emergency Operations Center, Office of Counsel, Resource Management, Contracting Office (IMPAC) and ESO staff
- Assure Commander's exit brief is scheduled
- Schedule final departure briefing and review
- Assure all items on Clearance Record are covered
- Notify Transportation Assistant to release travel tickets
- Make arrangements for travel to the airport, if needed

What is expected of me, the separating employee, in order to facilitate the Out-Processing procedures?

You will need to:

- Respond to ESO questions in a timely manner
- Provide a copy of your PCS orders if gaining activity is preparing orders
- Attend both exit briefings as scheduled
- Provide requested information and completed forms as soon as possible
- Meet with supervisor concerning the following:
 - Accountable property
 - Workspace cleared
 - Continuity book/files turned over
 - Rating/review evaluation completed and turned in
 - Responsible employee designation in CEFMS changed
 - Archiving or transferring employee's files
 - Safe combination changes, if applicable
 - If DBA/access POC, select replacement
 - If DSO, change safe combination
- Meet with Emergency Operations Staff to clear and be debriefed
- Check out with Office Counsel , if applicable
- Clear IMPAC card with Contracting, if applicable
- Clear Safety office, if applicable

As the supervisor of a separating employee, what is my Out-Processing role?

You will need to:

- Sign the Travel Orders if applicable

- Assure that the management assistant provides CSR-03 to ESO

- Meet with employee concerning the following:

 - Accountable property

 - Workspace cleared

 - Continuity book/files turned over

 - Rating/review evaluation completed and turned in

 - Responsible employee designation in CEFMS changed

 - Archiving or transferring employee's files

 - Safe combination changes, if applicable

 - If DBA/access POC, select replacement

 - If DSO, change safe combination

- Work with the employee and ESO to assure exit briefings and clearance items are completed prior to departure

Useful Websites

Army Regulation 690-400 Total Army Performance Evaluation System (TAPES)

http://www.usapa.army.mil/pdffiles/r690_400.pdf

Army Regulation 672-20 Incentive Awards

http://www.usapa.army.mil/pdffiles/r672_20.pdf

DSSR (US State Department Standardized Regulations) Travel and Overseas Allowances

<http://www.state.gov/m/a/als/c1843.htm>

JTR Volume II

<http://www.dtic.mil/perdiem/jtr.html>

JFTR Volume I

<http://www.dtic.mil/perdiem/jftr.html>

SATOTRAVEL

<http://www.satotravel.com/default.asp>

Federal Travel

<http://www.fedtravel.com/gsa/Default.asp>

JTR (I use the hold JTR)

<http://www.dtic.mil/perdiem/jtr.html>

DSSR (I also use the hold DSSR)

<http://www.state.gov/m/a/als/c1843.htm>

PERMISS

<http://www.cpol.army.mil/permiss/index.html>

ABC Center

<http://www.cpol.army.mil/library/abc/index.html>

NorthEast Personnel Operation Center home page

<http://cpolrhp.belvoir.army.mil/ner>

Office of Personnel Management

<http://www.opm.gov/>

Employment Verification Service TalX

<http://www.cpol.army.mil/library/benefits/talx/index.html>

2004 Federal Employees Health Benefits Premium

<http://www.opm.gov/insure/health/o4rates/index.asp>

Federal Insurance Employee Program

<http://www.opm.gov/insure/index.asp>

Federal Group Life Insurance Program

<http://www.opm.gov/insure/life/index.asp>

Federal Retirement Program

<http://www.opm.gov/retire/index.asp>

Thrift Savings Plan

<http://www.tsp.gov/>

Salaries and Wages

<http://www.opm.gov/oca/payrates/index.asp>

Army Vacancy Announcements

<http://cpolst.belvoir.army.mil/va/scripts/public.html>

CHRNA

<http://www.chrna.hqusaer.army.mil>

Severance Pay Calculator (access through the ACC/DP web page. Click on Civilian Issues, then click on Severance Pay Calculator)

[<https://wwwmil.acc.af.mil/dp/>](https://wwwmil.acc.af.mil/dp/)

Federal Employees Retirement Calculator (both CSRS & FERS)

[<http://www.seniors.gov/fedcalc.html>](http://www.seniors.gov/fedcalc.html)

Social Security Benefit Calculators

[<http://www.ssa.gov/planners/calculators.htm>](http://www.ssa.gov/planners/calculators.htm)

Calculator (Projecting TSP Account Balance, Annuity Calculator & Retirement Planner)

[<http://www.tsp.gov/calc/index.html>](http://www.tsp.gov/calc/index.html)

Life Insurance Calculator

[<http://www.opm.gov/calculator/index.htm>](http://www.opm.gov/calculator/index.htm)

CSRS Retirement Calculator

[<http://www.finance.gsa.gov/csrs/>](http://www.finance.gsa.gov/csrs/)

NAF Portability Calculator

<http://www.opm.gov/asd/naf/naf-1.htm>

Determine your Military Spouse Preference Eligibility

<http://www.chrma.hqusareur.army.mil/staffing/asp/wizards/msp/default.asp>

EMPLOYEE TOOLS

DFAS Employee/Member Service System (E/MSS)- E/MSS allows you, as a Department of Defense Military Member, Civilian Employee, Military Retiree or Annuitant to make certain changes to your pay information.

<https://emss.dfas.mil/emss.htm>

The Work Number (automated employment and income verification service)

<http://www.theworknumber.com>

Thrift Savings Plan

<http://www.tsp.gov/>

EEOC's Quick Start for Employees

<http://www.eeoc.gov/qs-employees.html>

TSP Account Access

<http://www.tsp.gov/account/index.html>

Social Security Retirement Planner

<http://www.ssa.gov/retire/>

DFAS Employee/Member Service System (E/MSS): make payroll changes on-line

<http://www.dfas.mil/emss/>

TRAVEL INFORMATION

Defense Table of Official Distance - automated capability used by the Department of Defense as its source of worldwide distance information (in miles and kilometers) for all household goods, freight, and travel needs.

<http://DTOD-mtmc.belvoir.army.mil/>

DoD Per Diem, Travel and Transportation

[<http://www.dtic.mil/perdiem/>](http://www.dtic.mil/perdiem/)

Per Diem Rates

[<http://www.dtic.mil/perdiem/pdrates.html>](http://www.dtic.mil/perdiem/pdrates.html)

Mileage Rate FAQs - PCS or MALT Mileage Rates vs TDY Mileage Rates

[<http://www.dtic.mil/perdiem/faqmilea.html>](http://www.dtic.mil/perdiem/faqmilea.html)

Defense Travel System

[<http://www.dtic.mil/travelink/>](http://www.dtic.mil/travelink/)

DLA'S Travel Webpage

[<http://www.supply.dla.mil/travelpage/>](http://www.supply.dla.mil/travelpage/)

State Tax Exemption Table

[<http://policyworks.gov/org/main/mt/homepage/mtt/PERDIEM/StTaxexemp.shtml>](http://policyworks.gov/org/main/mt/homepage/mtt/PERDIEM/StTaxexemp.shtml)

Overseas Cost of Living Allowance Query

[<http://www.dtic.mil/perdiem/ocform.html>](http://www.dtic.mil/perdiem/ocform.html)

Military-Civilian Relocation Resources

[<http://www.afcrossroads.com/>](http://www.afcrossroads.com/)

Domestic Maximum Per Diem Rates

[<http://policyworks.gov/org/main/mt/homepage/mtt/perdiem/perd01d.html>](http://policyworks.gov/org/main/mt/homepage/mtt/perdiem/perd01d.html)

Foreign Per Diem Rates

[<http://www.state.gov/m/a/als/prdm/>](http://www.state.gov/m/a/als/prdm/)

Premier Lodging Program (PLP) - Under this program, the government contracts with lodging properties in specific geographical areas, which guarantee rooms at a set rate within the established per diem.

[<http://policyworks.gov/org/main/mt/homepage/mtt/perdiem/plp/plphp.html>](http://policyworks.gov/org/main/mt/homepage/mtt/perdiem/plp/plphp.html)

OTHER TOOLS

Questions and Answers Pertaining to the Veterans Employment Opportunities Act of 1998 as Amended

<http://www.opm.gov/veterans/html/veoaq&a.htm>

Extension of Veterans' Preference Questions and Answers

<http://www.opm.gov/veterans/html/vetq&a.htm>

Virtual Interactive Personnel (VIP) - DoD

<http://www.cpms.osd.mil/kbs/kbs.htm>

Selective Service - Verification

<http://www.sss.gov/regver/verification1.asp>

Addressing and Resolving Poor Performance - an OPM module developed for management officials

<http://www.opm.gov/er/poor/index.htm>

DoD Virtual Interactive Personnel System (VIP): general personnel information geared to managers and employees

<http://www.cpms.osd.mil/kbs/kbs.htm>

Field Advisory Services - FAS -Staffing & Development Branch Staffing Unit Documents

http://www.cpms.osd.mil/fas/staffing/staff_doc.htm

The Injury and Unemployment Tracking System

<http://www.cpms.osd.mil/icuc/icuc.htm>

Injury Compensation Tutorials

<http://www.cpms.osd.mil/icuc/tutor.htm>

Effects of Nonpay Status on Service Dates

<http://www.ita.doc.gov/hrm/nopayscd.html>

Driver's Manual

<http://rmv.hqusareur.army.mil/drivrman/190-34.html>

Savings Bond

<http://www.publicdebt.treas.gov/NC/FoRMSHome?FormType=SBF>

DoDDS Schools in Europe

www.dodds-e.odedodea.edu

Headquarters USAREUR Homepage

www.hqusareur.army.mil

Forms

All forms can be obtained by contacting the ESO office.

1. AE Form 600 – 77A Request for Issuance of Status of Forces Agreement (SOFA) Identification
2. BOA Cardholder Transfer Request
3. BOA Individually billed Card Account Application Form for New Accounts and to Re-Open Closed Accounts (Department of Defense Travel Card Program)
4. Carryon Baggage Checklist
5. CSR – 01 Primary and Alternate Timekeeper Information
6. CSR – 02 Primary and Alternate Certifier Information
7. CSR – 03 US Army Corps of Engineers, Europe District New, Separating, Death or Transfer Form (CEFMS)
8. CSR – 04 Employee Pay and Leave Record Adjustment or Correction
9. DA 3955 Change of Address & Directory Card
10. DA 5172-R Request, Authorization and Report of Overtime
11. DA 5369-R Rotation Agreement – Employees Recruited from the United States
12. DA 5370-R Rotation Agreement – Employees Recruited Locally
13. DD 1056 Authorization to Apply for a “No-Fee” Passport and/or Request for VISA
14. DD 1172 – 2 Application for Department of Defense common Access Card DEERS Enrollment
15. DD 1172 Application for Uniformed Services Identification Card DEERS Enrollment
16. DD 1617 Department of Defense (DOD) Transportation Agreement Transfer of Civilian Employees Outside CONUS (OCONUS)
17. DD 1618 Transportation Agreement Transfer of civilian Employees to and within Continental US (CONUS)
18. DOD Statement of Understanding Government Travel Card Program
19. DSSR 120 TQSA Temporary Quarters Subsistence Allowance Worksheet
20. DSSR 130 Living Quarters, Allowance Annual/Interim Expenditures Worksheet
21. Electronic Funds Transfer Authorization Form (CEFMS direct deposit)
22. Employee Travel Information Screen 10.131 (CEFMS address)
23. ENG 3898 Request for Mailing (DCPS address)
24. ENG 4704 Time and Attendance Sheet
25. EUD 333 Request and Authorization for Overseas Tour Extensions
26. Miscellaneous Expense Allowance Residency Statement
27. New Employee Orientation Evaluation
28. New User Request Form (CPOC – Training, ART/CSU, MDCPDS, COREDOC)
29. OPM 630 - Application to Become a Leave Recipient Under the Voluntary Leave Transfer Program
30. OPM 71 Request for Leave or Approved Absence
31. Optional Form 630 – B Request to Donate Annual Leave to Leave Recipient Under the Voluntary Leave Transfer Program (Outside Agency)

Forms Continued...

32. Optional Form 630 – Request to Donate Annual Leave to Leave Recipient
(Within Agency)
33. Out-Processing Clearance Record
34. Rental Contract Termination
35. Request for Reservations
36. Request for Tour Curtailment and Early Release from Transportation
Agreement/Rotation Agreement
37. RFO – Request for Travel Orders
38. SF 1190 Foreign Allowances Application, Grant and Report
39. SF 1199A Direct Deposit Sign-up Form (DCPS direct deposit and allotments)
40. System Access Nomination and Authorization Request (SANAR – Army Civilian
Personnel Systems – with instructions)
41. W-4 Employee's Withholding Allowance Certificate

Acronyms & Definitions

ACRONYMS

ABC	Army Benefits Center
ABC-C	Army Benefits Center-Civilian
ACPERS	Army Civilian Personnel System
AE	Area Europe
AEC	Amelia Earhardt Center
AFN	Armed Forces Network
AKO	Army Knowledge Online
AMC	Air Mobility Command
APO	Army Post Office
ART	Army Regional Tools
AWS	Alternate Work Schedule
CAC	Control Access Card
CEFMS	Corps of Engineers Financial Management System
CMR	Community Mail Room
COE	Corps of Engineers
CPAC	Civilian Personnel Advisory Center
CPO	Civilian Personnel Officer
CPOC	Civilian Personnel Operations Center
CPOL	Civilian Personnel on Line
CSR	Customer Service Representative
CSRS	Civil Service Retirement System
CTO	Contracted Ticket Office
DCPS	Defense Civilian Payroll System
DEROS	Date of Eligibility Return from Over Seas
DFAS	Defense Finance and Accounting Service
DODDS	Department of Defense Dependant Schools
DP	Danger Pay
DSN	Defense Switch Network
DSSR	Department of State Standardized Regulations
E/MSS	Employee Member Self Service
EFT	Electronic Funds Transfer
EUD	Europe Division
FEGLI	Federal Employees Group Life Insurance
FEHB	Federal Employees Health Benefits
FERS	Federal Employee Retirement System
FFLA	Family Friendly Leave Act
FLSA	Fair Labor Standards Act
FMLA	Family Medical Leave Act
HQUSACE	Headquarters US. Army Corps of Engineers
JTR	Joint Travel Regulations
LES	Leave and Earnings Statement

LQA	Living Quarters Allowance
MER	Master Employee Record
MODERN (DCPDS)	Migration Of Defense Civilian Personnel Data System
NAU	North Atlantic Division, Europe District
NTS	Non-Temporary Storage
OASDI	Old Age, survivors and disability insurance
OPM	Office of Personnel Management
PA	Post Allowance
PD	Post Differential
PD	Post Differential
QSI	Quality Step Increase
RAT	Renewal Agreement Travel
RFO	Request For Orders
ROAR	Resumix On-line Applicant Response
RPA	Request for Personnel Action
SATO	Scheduled Airline Ticket Office
SMA	Separate Maintenance Allowance
SOARS	Standard On-line Applicant Response System
SOP	Standard Operating Procedures
TAPES	Total Army Performance Evaluation System
TQSA	Temporary Quarters Subsistence Allowance
TQSE	Temporary Quarters Subsistence Expense (CONUS only)
TSP	Thrift Savings Plan
UIC	Unit Identification Code
USACE	U.S. Army Corps of Engineers
USAREUR	U.S. Army Europe
USO	Uniform Services Organization
VAT	Value Added Tax
WAAF	Wiesbaden Army Air Field
WGI	Within Grade Increase

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